National Naval
Medical
Center
Serving You and Our
Nation's Leaders

Command Priorities

Readiness

- To deploy our operational platforms in support of National policy
- To support regional Homeland Security and other disaster management

Customer Service

- Continued ***timely*** quality health care delivery
- Support to our family of beneficiaries and our local “Fleet”
- Graduate Medical Education as it supports Navy Medicine’s mission
- The right people giving the right care every time

National Capital Area Collaboration

- **Walter Reed Army Medical Center**
- Other Federal and civilian health facilities and organizations

OIF Contributions

Deployed over 1100 staff members

- Approximately 950 to USNS Comfort
- 150 to other platform assignments

Federal Casualty Coordinator (FCC) for returning casualties

- Expanded the number of National Capital area civilian partners

Treated >350 casualties

Supported by 634 activated Reservists

Services re-established, expanded, or created:

- 11/12 Operating Rooms
- Reestablished all clinical and ancillary services
- Expanded inpatient capacity from 166 to over 190
- Created a medical transport team for casualties

American Red Cross

Organizational Changes

Transformation was a success!

- Most of the organization was working well and is unchanged

What changed?

- Service Line concept for Medical and Surgical services
- Leadership nomenclature
- More robust roles for Senior Nurse Executive & Chiefs' Mess

Women's, Children's & Community Health

Ambulatory and Emergency Services
Community Health Services
Women and Children Services
Behavioral Health Services

Medical-Surgical Services

Medical Services
Hematology/Oncology Services
Cardiovascular & Critical Care
Neuro-Musculoskeletal Services
Operative Care Service
Surgery Services
Specialty Surgery Services

Current Initiatives

- **Capturing and using USNS COMFORT deployment Lessons Learned**
- **Base Operating Support via Naval District Washington**
- **Graduate Medical Education review**
  - Captain Jerri Curtis – new Director for Medical Education
  - Captain Phil Purdue – Assistant Director with special tasking
- **Mentorship priority**
  - More senior medical personnel on the wards and other mentorship roles
  - Team rounds and daily staff notes
  - Patient “Plan of the Day”
- **Executive Health**
  - Benchmarking best customer service practices → all patients
- **Organizational Ombudsman/Mediator**

In Memoriam…

Invitation

RADM Donald C. Arthur, MC, USN
Commander, National Naval Medical Center
Invites you to the Dedication Ceremony of the

Laurel Clark
Memorial Auditorium

In honor of our NNMC colleague and fallen NASA Astronaut,
CAPT Laurel Blair Salton Clark, MC, USN

Friday, July 11, 2003
2:30 pm
Bldg. 10 Amphitheater

Reception to follow

*Parking available in Patient/Visitor Parking Garage
*Please see attached map & directions

*RSVP: (301) 295-5800, Ms. Cat Debinder
*Summer Whites

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FLAGSHIP OF NAVY MEDICINE
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